CLAIMS

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1. A method of providing service level management, wherein a service is composed of network components and the service affects operation of a business operation, the method comprising:

collecting data on component parameters for the network components;

selecting one component parameter as a service parameter; and

utilizing algorithms to determine how a service parameter is influenced by the other component parameters.

2. The method of claim 1, wherein the determined influence is represented in one or more of:

decision tree;

propositional statement;

quantified statement;

weighted listing;

graph.

3. The method of claim 1, wherein the algorithms include:

data mining;

neural network;

machine learning;

ID3 derivative (iterative dichotomizing third);

genetic; and

classical statistical methods.

4. The method of claim 1, wherein the determined influence is used in providing service level management.

5. The method of claim 1, wherein the determined influence is used by a network component monitoring agent of a network management system.

6. The method of claim 1, wherein the service parameter is selected from the group consisting of:

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response time;

traffic congestion;

availability;

reliability;

security;

performance; and

configuration.